**Mytech Partners, Inc. - Sr. Business Technology Advisor**

* **This position only seeks new clients, and as a Sr. level team member is able to engage clients/prospects with internal IT staff as well as clients that do not have internal IT. The goal of this position is to aquire new clients, build and execute client roadmaps, and facilitate an effective transition to internal Business Technology Managers no later than 12 months post client acquisition.**

**Key Roles & Accountabilities**

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| **EXPECTATIONS**  **(Core Competencies)** | **BEHAVIORS** | **RESULTS** | **WIFM** |
| An A player generates their own leads | Community & Networking Events (1/week)   * Organized events * One on One meetings * Vendor partner meetings   Association Engagement (Minimum 1 Association)   * Minimum involvement in 1 association, 2 is ideal * Participate in Trade Shows * Seek out Speaking Opportunities * Co-Marketing Events   Give a referral (2x/month)   * Find an opportunity to help a client/prospect by introducing a networking partner.   Ask for referral (2x/month)   * Utilize client wins as an opportunity to follow up and ask for referral. | First meetings (qualified business appointments). Marketing fed leads will contribute to meeting these goals. Mytech will support the BTA efforts but will never take responsibility for it.   * For tenured reps with an established network of peers/referral partners – minimum of 1 and no more than 2/week * For new reps that are still seeking to build their network of peers/referral partners – targeting 3+/week | A continuous flow of qualified business leads.  Negates reliance on outside lead sources and provides ownership to the BTA.  Leads generated through referral network start with higher credibility, higher probability of closing, and often close faster. |
| Pipeline Accuracy | Real time updating of pipeline including budgeting, sales stage, expected close date, etc. result in the following:  No opportunities without any next action.  No opportuniteis with past due activities.  No opportunities without budget assigned.  Sales stage assigned is appropriate for target completion date.  Sales board tickets metrics (ticket count and ticket age).  Client business justification for close date / number of moved close dates.  Accurate core use of CRM tool with regards to opportunities, activities and tickets. | Trusted visibility of pipeline for net new MRR and projects. | Will help to identify skill gaps and coaching needs specific to sales rep.  Better pipeline management will drive more results = more $  Accurate pipeline and project forecasting helps internal team to plan project capacity; allows sales person to set proper client expectations. (Increased credibility)  Provides the ability to reverse engineer the sales process to know how much you need at the top of the funnel to produce your target.  Rep will spend less time doing data entry during the sales process.  Improved overall time management and fewer client contacts and timelines missed. |
| QBR Execution | QBR executed by every client every quarter.  Annual plan for every client with associated opportunities/activities.  Strategic Business IT Roadmap completed and reviewed annually for each client.  QBR ticket completion – A recurring QBR ticket will be used for each client and will contain critical client documents – Business Goal & Overview Profile, QBR Follow-up Email, Documentation of QBR action items, Copy of QBR and .pdf of all shared documents.  QBR CSAT Results (A CSAT-type survey will be send from the QBR ticket upon completion.) | Consistent level of project services sold as a result of the QBR discipline. (Minimum of 20% project pull-through from MRR.)  Tracking of CSAT/NetPromoter results from QBR survey.  Project pipeline populated for 12-18 months. | Valuable personal feedback from QBR CSAT/NetPromoter survey.  Reminders sent for scheduling QBR’s.  Excellent visibility to past QBR meetings. Reference actions and historical information in ticket notes and documents.  Allows continuity in the event of a change in rep.  The ticket may be a token for the team for handoff to service, etc. for action items. |
| Continued Learning | Demonstrated basic understanding of network and systems. (Mytech Training completion.)  Demonstrated knowledge of vertical-specific regulatory requirements. (HIPAA, Security, SOC, FINRA, etc.) | 1 vendor cert test per quarter (SonicWALL, Dell, APC, VMWare, Microsoft, APC, Meraki, etc.)  Completion of annual Mytech training. | Allows the BTA to continue to master Mytech tools and processes to improve their ability to be a Business Consultant. (X-Factor) |

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| **Compensation Structure** | **Key Variables** | **Revenue Metrics** | **Team Function** |
| Business Technology Advisor | Base Salary  Commission on the following:   * % Project Revenue * % of Product Gross Margin * % of Hosted Services Gross Margin * Total Revenue/Gross Margin on Team   Bonus:   * $ for Annual Goal Attainment * $ for Team Goal Attainment * $ for New Agreements | 20% of Project Pull Through of MRR  Annualized Growth of MRR revenue   * Targeting average of 30k annually or ~5k every other month.   Gross Margin on Product 20%+ | Primary mentor is Team Lead  BTA role will support Team Lead through generating new revenue, leveraging Team for larger opportunities, and effectively supporting the Team during the transition of accounts to BTM’s.  Supported by Team Account Coordinator  Goals of role & team are 100% aligned to goals of Mytech – annualized, incremental revenue growth |